NAVAJO TRANSIT SYSTEM SURVEY FORM

1 How many days in a normal week do you use the Transit System?

☐ *0* ☐ *1* ☐ *2* ☐ *3* ☐ *4* ☐ *5*

2 What route do you usually use?

☐ *Route 1 - Tuba City*
☐ *Route 2 - Steamboat*
☐ *Route 3 - Kayenta*
☐ *Route 4 - Crownpoint*
☐ *Route 5 - Gallup*
☐ *Route 6 - Navajo*
☐ *Route 7 - Shiprock*
☐ *Route 8 - Chinle*
☐ *Route 9 - Dilkon*
☐ *Route 11 - Flagstaff*
☐ *Route 12 - Kayenta/TC*
☐ *Route 13 - Crownpoint*
☐ *Route 14 - Shiprock*
☐ *Route 15 - Sanders*
☐ *Route 16 - Aneth/Blanding*
☐ *Route 17 - Aneth/Red Mesa*

3 What do you use the Transit System for?

☐ *Commute to work*
☐ *Run errands (shop, groceries, etc.)*
☐ *Visit family and friends*
☐ *Go to medical appointments*
☐ *Go to school*
☐ *Other:* _____

4 If for work, where do you work?

☐ *Navajo Nation*
☐ *N.T.U.A.*
☐ *N.H.A.*
☐ *I.H.S.*
☐ *B.I.A.*
☐ *D.E.S.*
☐ *Other:* _____

BUS CONDITION

5 The bus is clean and in good condition

☐ *Strongly disagree*
☐ *Disagree*
☐ *Undecided*
☐ *Agree*
☐ *Strongly agree*

TICKET PRICE AND POLICIES

6 How reasonable do you find the fares?

☐ *Very reasonable*
☐ *Somewhat reasonable*
☐ *Not very reasonable*
☐ *Not at all reasonable*
☐ *Don't know*

7 Ticket policies (Answer for the majority of your rides)

A. Charged the correct fare amount? ☐ YES ☐ NO
B. Informed of transfer procedures? ☐ YES ☐ NO

BUS SCHEDULES

8 The Bus schedules are easy to understand

☐ *Strongly disagree*
☐ *Disagree*
☐ *Undecided*
☐ *Agree*
☐ *Strongly agree*

9 How satisfied are you with the bus schedule times?

☐ *Very satisfied*
☐ *Somewhat satisfied*
☐ *Satisfied*
☐ *Somewhat dissatisfied*
☐ *Very dissatisfied*

10 How satisfied are you with the location of the bus stops?

☐ *Very satisfied*
☐ *Somewhat satisfied*
☐ *Satisfied*
☐ *Somewhat dissatisfied*
☐ *Very dissatisfied*

CUSTOMER SERVICE - Driver

11 How knowledgeable do you find the driver about the services Transit provides?

☐ *Very Knowledgeable*
☐ *Somewhat knowledgeable*
☐ *Not at all knowledgeable*
☐ *Don't know*

12 How helpful do you find the driver of this bus?

☐ *Very helpful*
☐ *Somewhat helpful*
☐ *Not at all helpful*
☐ *Don't know*

13 How friendly do you find the driver of this bus?

☐ *Very friendly*
☐ *Somewhat friendly*
☐ *Not at all friendly*
☐ *Don't know*

CUSTOMER SERVICE - Administration

14 How knowledgeable do you find the administrative staff about the services we provide?

☐ *Very Knowledgeable*
☐ *Somewhat knowledgeable*
☐ *Not at all knowledgeable*
☐ *Don't know*

15 The administrative staff are friendly and helpful.

- ☐ *Strongly disagree*
- ☐ *Disagree*
- ☐ *Undecided*
- ☐ *Agree*
- ☐ *Strongly agree*

TRANSIT SERVICES

16 Is it difficult to use the services of the Transit System?

- ☐ *Very easy*
- ☐ *Somewhat easy*
- ☐ *Somewhat difficult*
- ☐ *Very difficult*

17 Is the Transit System adequate in meeting your needs?

- ☐ *Very adequate*
- ☐ *Somewhat adequate*
- ☐ *Somewhat inadequate*
- ☐ *Very inadequate*

18 How do you obtain Transit System information?

- ☐ *Telephone the Transit System office*
- ☐ *Website*
- ☐ *Brochures, poster, signs*
- ☐ *Radio/Newspaper/billboard*
- ☐ *Bus stops/Bus Driver*
- ☐ *General Public*
- ☐ *Other:*

Overall, How would you rate our Transit System?

- ☐ Excellent
- ☐ Good
- ☐ Satisfactory/Okay
- ☐ Unsatisfactory/Not Good

What do you like most about the Transit Services?

What do you like least about the Transit Services?

How can we improve our service?

Would you like to be included on our email list for route updates, changes, cancellations, etc?

- ☐ YES, Please provide email address:
- ☐ NO

The Navajo Transit System continually invites your comments and/or suggestions and we thank you for helping us improve our transportat services

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